SVMi E-Series Prompts and Prompts Utility

The SVMi E-Series Systems speak to callers and subscribers, through a series of System and Custom Prompts stored on the system's Hard drive or Compact Flash. These prompts were recorded and implemented in such a way that the SVMi E-Series System would sound human and conversational. To allow for greater customization, the SVMi E-Series System uses the following naming convention for all prompts used on the system. Prompts are named XXXX.PMT where XXXX is a four digit, zero padded value. Prompt numbers less than 1000 are reserved and are referred to as System Prompts. Prompt numbers 1000 and above are referred to as Custom Prompts. Custom Prompts are generally installation specific. This guide assumes you have either already read the Product Reference Manual and/or passed one of our training courses, and know how to implement and assign the prompts you want.

This guide will discuss the utilities and steps required to record those prompts you want customized, as well as list all the system prompts already shipped with the system. We will also go over utilities installed on the system that you can use to convert files that you may have had professionally recorded in a 32 kbs/8KHz/Mono Dialogic ADPCM "VOX" format to the required "PMT" format of the SVMi E-Series System.

The list of System Prompts is in a chart format based on the Alphabetical order of what the Prompt speaks. The chart contains the Prompt Text, the block type that may use it, it's category or location within that block, and it's Prompt Number.

The Utilities and Procedures discussed in this guide will be the "Voice Studio", System Administration - Edit System Prompts via telephone, and Professionally Recorded Prompts using our VOX file conversion utility BUILDPMT.

Voice Studio

The Voice Studio can be accessed from the System Main Menu of the SVMi E-Series System' GUI. This facility will allow you to record both the Voice Recording and enter or edit the Text for Prompts, Announcements, and Fax Document Voice Labels. In this guide we will only be discussing Prompts.

NOTE: FAX Document functionality requires that at least one VPMF-E be installed on the SVMi E-Series System.

System Administration

Prompts can be recorded using the SVMi E-Series System' Telephone System Administration. This is accessed by dialing from a touch tone phone the station group number or direct extension number(s) of the port(s) assigned to the system, when the system answers press * to escape to the main menu then enter # plus the number of zeros equivalent to the "Maximum Caller Entry Digits" in the menu handling the call, followed by the System Administration Password. You will be prompted to press 1 for System Prompts and then prompted to enter the Prompt Number. Since this procedure is done from a touch tone phone you will not be able to edit the prompt text. This utility allows the system administrator the ability to quickly make a last minute or spur of the moment change to a system prompt for holidays or emergency weather conditions from a remote location.

NOTE: There are different login procedures for accessing Telephone System Administration. These procedures are detailed later in this document.

Professionally Recorded Prompts

To convert VOX files recorded Professionally or by using some third party Voice or Multi-Media recording software package to the SVMi E-Series System Prompts you would use the Buildpmt.exe utility. This is strictly a conversion utility and is not responsible for the quality of the recording. All prompts must be recorded then saved as an 8Khz/32Kbs/Mono Dialogic ADPCM 'VOX' file format in order to use this utility. The Buildpmt utility will allow you to embed a text file along with the voice, so it can be seen as well as heard in the SVMi E-Series System.

The Voice Studio

The Voice Studio is a facility for recording custom prompts, announcements and fax document Voice Labels. (NOTE: FAX Document functionality also requires that at least one VPMF-E be installed on the SVMi E-Series System)
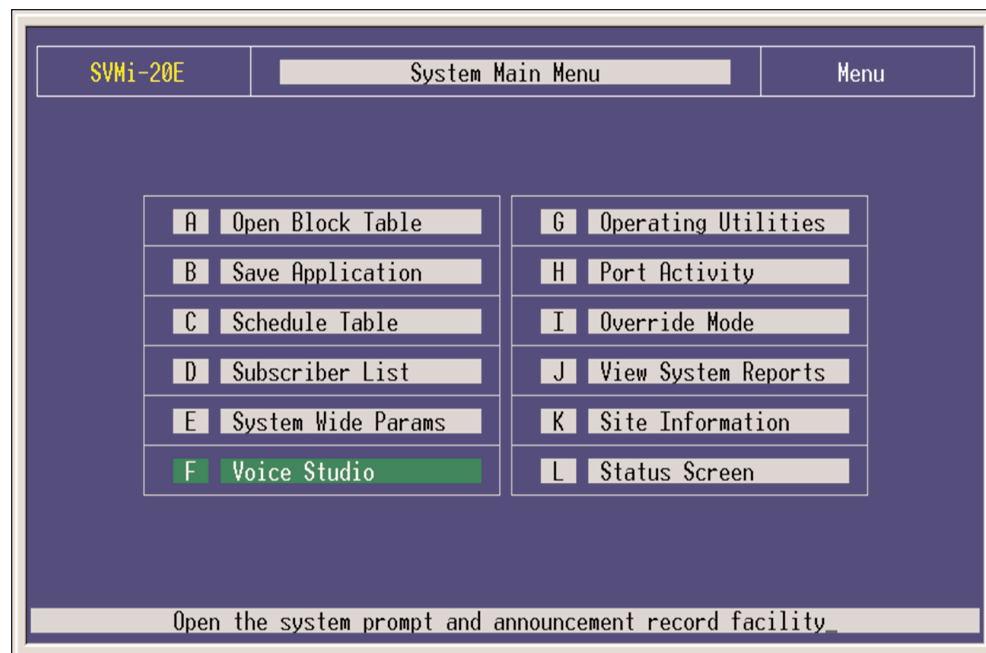
To access the Voice Studio, from the System Main Menu highlight Item 'F' and press ENTER. A series of dialog screens will lead you through setting up your system for recording. The telephone extension number to use is selected at this time. Make sure the phone is within an easy reaching distance of the SVMi E-Series system, so you can read the text on the screen while recording the prompt into the phone. Three studios are available to choose from. Select from the Prompt, Announcement, or Fax Voice Label Studios.

Three pages are required to contain the Voice Studio parameters and instructions. They are as follows:

Voice Studio

Access Dialog

ACCESS DIALOG - VOICE STUDIO Enter your extension or telephone number for the SVMi E-Series System to call to record and/or edit the voice. The SVMi E-Series System will call out on it's second to last port. The telephone used for this purpose should be close to the SVMi E-Series system. You will be using the SVMi E-Series System text screen as a teleprompter, you can read the text on the screen as you speak it into the phone. Once you are satisfied and saved the recording, you can press [Ctrl + N] on the keyboard and the SVMi E-Series System will advance to the next Prompt, in numerical order, on the system. If you have logged into the SVMi E-Series System from a remote location using a Terminal Emulator (such as Hyperterminal , you can enter a local or long distance number for the SVMi E-Series System to call you. Remember this is limited to any restrictions applied to the SVMi E-Series System by the Phone System connected to the second to last port on the SVMi E-Series System. You can leave the telephone number blank to if you are only reviewing or editing the prompt, announcement, or fax voice label text.

Voice Studio

Object Dialog

OBJECT DIALOG - VOICE STUDIO Select the Prompt (P), Announcement (A), or Fax Voice Label (F) Studio. Enter the Group Number, if opening the Announcement or Fax Voice Label Studios, to bring up the selected studio. A Group number is not required if opening the Prompt Studio. The Fax Voice Label Studio allows the recording of Fax Voice Labels and has no effect on the actual fax document.

```
┌─────────────────────────────────────────────────────────┐
│  SVMi-20E          │      Voice Studio      │    Prompts  │
│  ┌───────────────────────────────────────────────────┐  │
│  │      │ English, American │    Studio      EN_US     │  │
│  │  Language:    ▓▓▓▓▓▓        Code:                   │  │
│  │  Prompt Number:        Length:       Recorded:      │  │
│  │  ┌─────────────────────────────────────────────┐   │  │
│  │  │                                             │   │  │
│  │  │                                             │   │  │
│  │  │                                             │   │  │
│  │  │                                             │   │  │
│  │  │                                             │   │  │
│  │  │                                             │   │  │
│  │  └─────────────────────────────────────────────┘   │  │
│  │  NEXT Prompt = Ctrl + N   PREV Prompt = Ctrl + V   EXIT = Ctrl + E │
│  ├───────────────────────────────────────────────────┤  │
│  │  Enter the prompt number to edit or press UP to change the language. │
│  └───────────────────────────────────────────────────┘  │
└─────────────────────────────────────────────────────────┘
```

Voice Studio

Prompt Text Screen

PROMPT NUMBER The number of the Prompt, Announcement, or Fax Voice Label to be recorded or reviewed.

LENGTH The length of the recording in seconds. This parameter is automatically filled in by the SVMi E-Series System when the Prompt, Announcement, or Fax Voice Label is recorded. The Prompt, Announcement, or Label description does not have any effect on this field.

RECORDED The date the recording was made or last updated.

TEXT Space is provided for entering the text of the Prompt, Announcement, or Fax Voice Label to be recorded. Use this space to provide information on the intended usage of the recording. The entered text has no effect on the actual recording. However, it is recommended that the recording be the same as the text to make later editing or re-recording easier. Remember that System Administrators or technicians not involved in the initial installation may need to see this information for trouble shooting and application writing purposes.

System Administration

SVMi E-Series System Telephone Administration Categories

As a System Administrator, several of your tasks can be performed via the telephone. Previously we described the use of the Voice Studio to document and record your own Custom Prompts, as well as Announcements for an Audiotex Library or Fax Voice Labels for a Document Library. This section will discuss editing System Prompts from our Telephone-Based Administration. There will be separate documents written for discussions and instructions on recording Announcements and Fax Voice Labels via the telephone. Even if you are not at the computer terminal you can still complete prompt recording activities using the SVMi E-Series System's Telephone-Based Administration. Recording Custom Prompts is one of three spoken tasks accessible under the Telephone-Based System Administration.

SVMi E-Series Tasks Via The Telephone

From the Telephone-Based "System Administration Menu", you may Record/Edit/Review Prompts, enter into Subscriber Administration, or override Mode settings and/or reset Automatic Scheduling for the Schedule Table. Again this section will only talk about Prompt Administration.

There could be a number of ways to login as a Telephone-Based System Administrator. Use the Diagram on the next page as a guide for logging into the "System Administration Menu". There are slightly different steps depending on whether you are calling from an extension on the system or calling in from a telephone outside of the phone system. Print the Diagram out and fill it in for the on-site administrator and/or put it in your file as a technical reference later when you may want to access their system from your office.
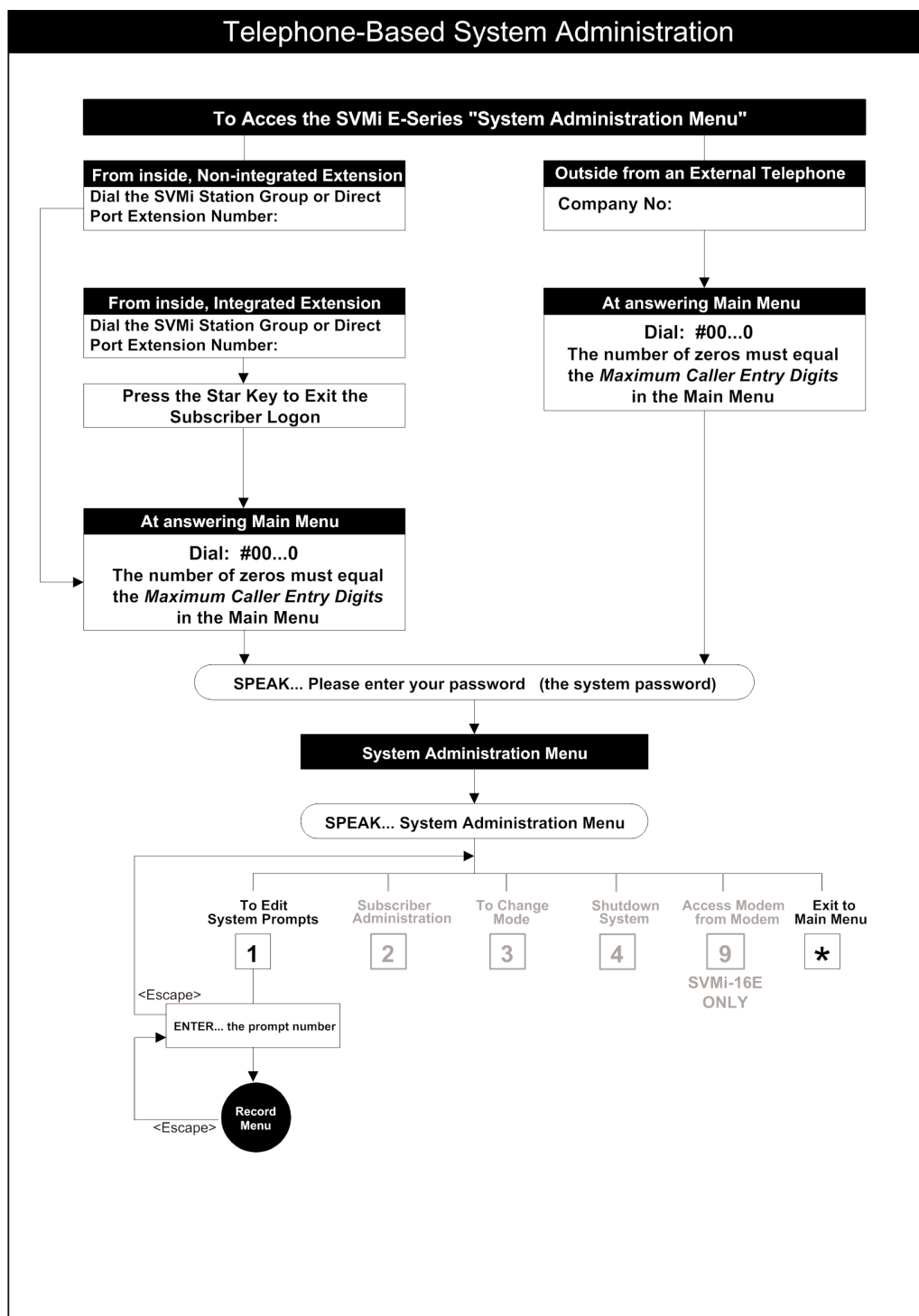
Based on the Default setting of the SVMi E-Series System, once you gain access to the main auto attendant menu, you will do the following to log into the "System Administration Menu":

- o   Enter #0000 to identify yourself as a System Administrator.
  NOTE: The number of zeros is dependent on the Maximum Caller Entry Digits parameter (4 is the default) in the menu you are currently connected to. This must be documented by the installer in order to use this functionality.

  You will be prompted to "Please enter your password".

  NOTE: By default the System Admin Password is 0000. If this password is changed by the installer it MUST also be documented in order to use this functionality.

- o   Enter 0000
  You will hear, "System Administration Menu" "To edit system prompts, press 1; for subscriber…"
- o   Press 1
  You will hear, "Enter the Prompt Number".
- o   Enter the four digit prompt number you want to review and/or edit

Telephone-Based System Administration

To Acces the SVMi E-Series "System Administration Menu"

From inside, Non-integrated Extension
Dial the SVMi Station Group or Direct
Port Extension Number:

Outside from an External Telephone
Company No:

From inside, Integrated Extension
Dial the SVMi Station Group or Direct
Port Extension Number:

**Press the Star Key to Exit the
Subscriber Logon**

At answering Main Menu
Dial: #00...0
The number of zeros must equal
the *Maximum Caller Entry Digits*
in the Main Menu

At answering Main Menu
Dial: #00...0
The number of zeros must equal
the *Maximum Caller Entry Digits*
in the Main Menu

SPEAK... Please enter your password   (the system password)

System Administration Menu

SPEAK... System Administration Menu

To Edit System Prompts	Subscriber Administration	To Change Mode	Shutdown System	Access Modem from Modem	Exit to Main Menu
1	2	3	4	9	*
				SVMi-16E ONLY	

<Escape>

ENTER... the prompt number

<Escape>   **Record Menu**

You may enter any four digit number greater than 0999 for a Custom Prompt. The standard System Prompts cannot be edited, but they can be reviewed. These are all numbered less than 1000. If a prompt has already been recorded for the number you enter, the menu allows you to play the existing prompt or rerecord it. When no prompt exists, you hear the recording menu options. Once the prompt is recorded, you will hear the editing menu, allowing you to edit, save, discard, or trim any silence from the beginning or end of the speech. After saving a new prompt you have the option to enter another prompt number, or pressing "*" to exit the menu. Use the "*" key to cancel any action while in the System Administration process.

Professionally Recorded Prompts

This section will go over the additional steps and utilities required for converting professionally recorded Prompts to a format usable on the SVMi E-Series System.

Choosing a Recording Studio

Like many industries the recording industry undergoes changes, which helps keep them up to date with current technologies. Today there are many software programs available that allow recording studios accustomed to using digital technology, to save their recordings in a variety of formats compatible with today's business communications and multi-media equipment.

You must keep in mind that what the engineers hear in the studio is not necessarily how it will sound being played over a phone. The frequency loss, inherit in telephone transmission, and the combination of the digital sampling process, will alter the sound quality and in some cases if recorded to 'Hot' will be over modulated and distorted and in other cases depending on the Voice talent will sound weak and/or thin when played over the telephone. Make sure you and/or your customer(s) choose a Studio that has had experience recording Voice prompts for the Telecommunications Industry. If their only experience is Music on Hold, that may not be sufficient.

Studios typically have libraries full of samples that they can give you to try. Take one or two and run the conversions described below and create a test application on the SVMi E-Series System. Write the application so you can hear the samples in context with other the SVMi E-Series System prompts. This should tell you whether the studio is capable of providing the adequate quality for your customer(s).

Requirements

The studio will need a separate file for every custom prompt recorded. The file will be a {name}.VOX, where the {name} of the file can only be 8 alpha/numeric characters, because the SVMi E-Series System has a DOS based operating system. For this conversion, it doesn't matter what media or format the studio chooses to record the prompts. However the studio must save the file(s) in an 32Kbs/8Khz/Mono Dialogic ADPCM 'VOX' file format.

Converting to the SVMi E-Series System Prompt Format

To convert the 'VOX' file to a SVMi E-Series SYSTEM prompt, the utility BUILDPMT.EXE is provided on all the SVMi E-Series System installations. The installation program will place BUILDPMT in the DTA directory. You will need to copy that file to the location where you will perform the conversion. The syntax for BUILDPMT.EXE is as follows:

        BUILDPMT /Dname [/Tname] [/I] [/Eflags] /Vname[;name[;name...]]

                [name] is the name of a file on disk
                [flags] are for setting certain playback attributes and should not be used

        Command Line Switches
                /D - specifies the destination file name of the converted prompt
                /T - specifies an optional text file name for embedding text in a prompt
                /I - indicates that the prompt being built should be an indexed prompt
                /V - specifies the name of the voice file of the original file
                /E - specifies the encoding algorithm to use (8 KHz or 6 KHz, ADPCM, mu-Law, A-Law, etc.)

Because the SVMi E-Series System reserves prompt numbers 0000 through 0999 for itself, we suggest you add an easily remembered number (1000) to the number of your custom prompt. That way, the converted prompt will be fully editable under the SVMi E-Series System and won't conflict with any of the provided system prompts.

Example
To convert studio recording "Hello.VOX" to a SVMi E-Series System custom prompt 2000.PMT, first go into the PMT directory [C:> cd \pmt]and create a sub directory called STUDIO [C:\PMT> md studio]. Change directory to STUDIO [C:\PMT> cd studio] and Copy BUILDPMT.EXE to that directory [C:\PMT\STUDIO> copy c:\dta\buildpmt.exe]. Assuming Hello.VOX is on a floppy, you will use RX, or FTP to copy that file to the Studio directory as well. NOTE: Using RX and FTP are referenced in the Programming Reference Guide.

To convert the studio recording to a the SVMi E-Series System Prompt type the following:

        BUILDPMT /D2000.PMT /VHELLO.VOX /E200

This will create a new file (2000.PMT) which will be compatible with the SVMi E-Series System using the Dialogic 8KHz ADPCM algorithm, and leave the original studio VOX file (hello.VOX) unchanged.

After you have run Buildpmt, you will need to copy 2000.PMT to the PMT directory. Once you have put the SVMi E-Series System back on line you will need to assign the new prompt to a Block in the SVMi E-Series System, so that it can be played to the caller.

In the example above, when you opened Prompt 2000.PMT in the the SVMi E-Series System Voice Studio no text would appear, so you would have to type it in at that time. Hello.VOX (prompt 2000.PMT) says "Thank you for call-ing ABC Company." You could have created an ASCI TXT file prior to running BUILDPMT and embedded the text into the Prompt at one time.

To convert the studio recording with the embedded text, type the following:

        BUILDPMT /D2000.PMT /T2000.TXT /VHELLO.VOX /E200

System Prompts

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
<<SPECIAL SVMi INDEXED PROMPTS>> All Index Prompts are listed at the end of this document		SVMi E-Series System Prompt	**0900**
A privileged caller.		Subscriber Services Prompt	**0452**
Access Manager. (With a short pause on the end)		Subscriber Services Prompt	**0307**
Access Profile.		Subscriber Services Prompt	**0500**
all callers are...		Subscriber Services Prompt	**0331**
all callers...		Subscriber Services Prompt	**0326**
All Day.		Subscriber Services Prompt	**0383**
All Options enabled.		Subscriber Services Prompt	**0415**
all other callers are...		Subscriber Services Prompt	**0330**
An operator will be with you in a moment.	MOD	Salutation Prompt 2 *(Default)* "DAY" Mode Block	**0002**
An operator will be with you in a moment.	Optional		**0055**
Auto Play of Message Information is disabled.		Subscriber Services Prompt	**0575**
Auto Play of Message Information is enabled.		Subscriber Services Prompt	**0573**
Auto Play of New Messages is disabled.		Subscriber Services Prompt	**0358**
Auto Play of New Messages is enabled.		Subscriber Services Prompt	**0357**
Blocked with…		Subscriber Services Prompt	**0545**
Broadcast message.		Subscriber Services Prompt	**0574**
routing calls from...		Subscriber Services Prompt	**0325**
Call blocking is canceled.		Subscriber Services Prompt	**0321**
Call Blocking is set.		Subscriber Services Prompt	**0457**
Call forwarding is canceled.		Subscriber Services Prompt	**0317**
Call Forwarding is set.		Subscriber Services Prompt	**0621**
Call screening is canceled.		Subscriber Services Prompt	**0323**
Call Screening is set.		Subscriber Services Prompt	**0322**
Callback requested.		Subscriber Services Prompt	**0507**
calling for…		Subscriber Services Prompt	**0707**
Certified.		Subscriber Services Prompt	**0505**
Confidential.		Subscriber Services Prompt	**0506**
Copy Message		Subscriber Services Prompt	**0360**
Delivery options.		Subscriber Services Prompt	**0530**
Direct call.		Subscriber Services Prompt	**0302**
Directory name set.		Subscriber Admin System Prompt	**0967**
Discarded.		Subscriber Services Prompt	**0363**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
Discarded.		SVMi E-Series System Prompt	**0936**
Disk error!		SVMi E-Series System Prompt	**0915**
Document number...	DTL	Document Voice Label Pmt *(Default)* [Page 4]	**0200**
End of list.		Subscriber Services Prompt	**0516**
End of PAN list.		Subscriber Services Prompt	**0458**
End of recording.		SVMi E-Series System Prompt	**0935**
End of recording.		Subscriber Services Prompt	**0515**
Enter 2 digits each for the hour and minute or, to exit, press the star key.		SVMi E-Series System Prompt	**0910**
Enter 2 digits each for the month, day and year or, to exit, press the star key.		SVMi E-Series System Prompt	**0909**
Enter a personal greeting number, '1' through '9'.		Subscriber Services Prompt	**0413**
Enter a subscriber number…		Subscriber Services Prompt	**0448**
Enter the day of week, Monday is day one.		Subscriber Services Prompt	**0528**
Enter the extension to which calls should be forwarded,		Subscriber Services Prompt	**0316**
Enter the extension to which this call should be redirected.		Subscriber Services Prompt	**0712**
Enter the first few letters of the party's first name on the telephone keypad. For the letter 'Q' use the '7' key. For the letter 'Z' use the '9' key.		Optional – Available but NOT used	**0139**
Enter the first few letters of the party's last name on the telephone keypad. For the letter 'Q' use the '7' key. For the letter 'Z' use the '9' key.	DIR	Enter Name Pmt *(Default)* [Page 2]	**0127**
Enter the new mode number or, for automatic scheduling, enter zero.		SVMi E-Series System Prompt	**0912**
Enter the new password followed by the pound key.		Subscriber Services Prompt	**0430**
Enter the next number of a caller you are taking calls from…		Subscriber Services Prompt	**0333**
Enter the number of a caller you are taking calls from…		Subscriber Services Prompt	**0332**
Enter the number of hours, 1 through 9.		Subscriber Services Prompt	**0527**
Enter the options you wish to enable, followed by the pound key. To enable All Options, press the pound key alone.		Subscriber Services Prompt	**0411**
Enter the PAN Id. Number followed by the pound key.		Subscriber Services Prompt	**0450**
Enter the port number for the new mode or, to change the mode on all ports, enter zero.		SVMi E-Series System Prompt	**0911**
Enter the prompt number.		SVMi E-Series System Prompt	**0902**
Enter the recipient's number…		Subscriber Services Prompt	**0529**
Enter the sender's number…		Subscriber Services Prompt	**0508**
Enter the stored telephone number position, 1through 5.		Subscriber Services Prompt	**0473**
Enter the telephone number where you can be reached…		Subscriber Services Prompt	**0338**
Enter the telephone number where you can be reached…	MCL	Prompt for Phone Number *(Default)* [Page 3 of the Mclass, Public Record Prompts]	**0767**
Enter the telephone number, including area code, where you would like your documents delivered. If you make a mistake, press the Star key.	DTL	Get Phone Number Pmt *(Default)* [Page 4]	**0211**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
Enter the telephone number.		Subscriber Services Prompt	0303
Enter two digits each for the hour and minute.		Subscriber Services Prompt	0344
Enter two digits each for the month and day.		Subscriber Services Prompt	0483
Enter your first name followed by the pound key. For the letter 'Q' use the '7' key. For the letter 'Z' use the '9' key.		Subscriber Admin System Prompt	0968
Enter your last name followed by the pound key. For the letter 'Q' use the '7' key. For the letter 'Z' use the '9' key.		Subscriber Admin System Prompt	0969
Enter your name followed by the pound key. For the letter 'Q' use the '7' key. For the letter 'Z' use the '9' key.		Subscriber Admin System Prompt	0970
Enter your password.		SVMi E-Series System Prompt	0917
Enter your password.		Subscriber Services Prompt	0369
Executary.		Optional – Available but NOT used	0485
Extended prompting disabled.		Subscriber Services Prompt	0436
Extended prompting enabled.		Subscriber Services Prompt	0435
Fax Delivery is not set.		Subscriber Services Prompt	0490
Fax Delivery is set.		Subscriber Services Prompt	0489
Fax Document attached.		Subscriber Services Prompt	0493
File discarded.		SVMi E-Series System Prompt	0907
File saved.		SVMi E-Series System Prompt	0906
Find Me is disabled.		Subscriber Services Prompt	0566
Find Me is enabled.		Subscriber Services Prompt	0565
followed by the pound key.		Subscriber Services Prompt	0581
For a coming day of the week, press '4'.		Subscriber Services Prompt	0526
For a Directory of Extensions, press '9'.	MNU	2nd PMT (Default) ["Closed Main Menu" & "Open Main Menu" Menu Blocks]	0109
For a directory of extensions, press 1.		Optional – Available but NOT Used	0040
For a directory of mailboxes, press '1'.	Optional		0114
For a directory, press the pound key.		Subscriber Services Prompt	0304
For a list of options, press '0'.		Subscriber Services Prompt	0388
For a specific date and time, press '5'.		Subscriber Services Prompt	0620
For active only, press '1'.		Subscriber Services Prompt	0605
For additional names, press '9'.	DIR	Press '9' for more names Pmt (Default) [Page 2]	0126
For Additional Options, press '0'.		Subscriber Services Prompt	0343
For additional options, press '4'.	ECL	Other Options Pmt (Default) [Page 1 of the Eclass, System Caller Options]	0724
For additional options, press '0'.		SVMi E-Series System Prompt	0932
for all messages.		Subscriber Services Prompt	0609

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
For all, press '3'.		Subscriber Services Prompt	**0607**
For AM, press '1'. For PM, press '2'.		Subscriber Services Prompt	**0345**
For assistance, please hold. An operator will be with you in a moment.	MNU	3rd PMT, *(Default)* ["Open Main Menu" Menu Block]	**0101**
For assistance, press '0'.	ECL	Operator Pmt *(Default)* [Page 1 of the Eclass, System Caller Options]	**0725**
For callbacks, press '2'.		Subscriber Services Prompt	**0511**
For Fax Messages, press '5'.		Subscriber Services Prompt	**0496**
For Immediate Delivery, press the pound key.		Subscriber Services Prompt	**0479**
For Mailbox Administration, press '6'.		Subscriber Services Prompt	**0339**
For message information, press '0''0'.		Subscriber Services Prompt	**0596**
For messages from a specific sender, press '9'.		Subscriber Services Prompt	**0513**
For Pager Notification, press '2'.		Subscriber Services Prompt	**0486**
For pending only, press '2'.		Subscriber Services Prompt	**0606**
For Personal Administration, press '7'.		Subscriber Services Prompt	**0340**
For Personal Greetings, press '5'.		Subscriber Services Prompt	**0324**
For Personal Services, press the pound key.		Subscriber Services Prompt	**0342**
For Private Access Numbers, press '7'.		Subscriber Services Prompt	**0405**
For private delivery, press '4'.		Subscriber Services Prompt	**0537**
For private messages, press '4'.		Subscriber Services Prompt	**0514**
For reminders, press '3'.		Subscriber Services Prompt	**0512**
For special scheduling features, press the pound key.		Subscriber Services Prompt	**0502**
For Subscriber Administration, press '9'.		Subscriber Services Prompt	**0579**
For the Access Manager, press '4'.		Subscriber Services Prompt	**0320**
For the beginning of the next business day, press '3'.		Subscriber Services Prompt	**0524**
For the current document, press '1'. To receive all documents, press '2'.		Subscriber Services Prompt	**0499**
For the end of the current business day, press '2'.		Subscriber Services Prompt	**0519**
For the next few hours, press '1'.		Subscriber Services Prompt	**0503**
For urgent delivery, press '1'.		Subscriber Services Prompt	**0531**
for Urgent Messages only.		Subscriber Services Prompt	**0610**
For urgent messages, press '1'.		Subscriber Services Prompt	**0510**
For voice label administration, press '1'.	DTL	Select Voice Admin. Pmt *(Default)* [Page 4]	**0219**
For your extension, press the pound key alone.		Subscriber Services Prompt	**0346**
For...	DIR	Target Name Prefix Pmt *(Default)* [Page 2]	**0132**
Forward Message.		Subscriber Services Prompt	**0523**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
forwarded to...		Subscriber Services Prompt	**0315**
Forwarding to…	ECL	Forward Herald Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0740**
Good bye.	Optional		**0111**
Good-bye, and thank you for calling.	BYE	"Goodbye" & "Template" Bye Block *(Default)*	**0051**
Good-bye.		SVMi E-Series System Prompt	**0921**
Greeting assigned		Subscriber Services Prompt	**0420**
How long do you wish calls to be blocked?		Subscriber Services Prompt	**0481**
How long do you wish calls to be forwarded?		Subscriber Services Prompt	**0412**
How long do you wish this number to be your designated location?		Subscriber Services Prompt	**0480**
I could not process your entry.		Subscriber Services Prompt	**0390**
I'll try that extension again in a moment.	ECL	Announce Hold Interval Pmt *(Default)* [Page 2 of the Eclass, Hold Controls]	**0737**
I'm sorry, the call was not answered.		Subscriber Services Prompt	**0374**
I'm sorry, the call was not answered.	ECL	No Answer Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0714**
I'm sorry, the number is busy.		Subscriber Services Prompt	**0375**
I'm sorry, the number is busy.	ECL	Busy Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0715**
I'm sorry, your call did not go through.		Subscriber Services Prompt	**0376**
I'm sorry, your call did not go through.	ECL	Error Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0718**
I'm sorry, your page was not answered.	ECL	Page Failed Pmt *(Default)* [Page 3 of the Eclass, Overhead Paging Prompts]	**0734**
If the telephone number is correct, press '1', otherwise, press '3'.	DTL	Confirm Phone Number Pmt *(Default)* [Page 4]	**0213**
If this is correct, press the pound key; otherwise...		Subscriber Services Prompt	**0392**
If this is the correct greeting, press '1'.		Subscriber Services Prompt	**0417**
If this selection is correct, press '1'.	DTL	Confirm Pmt *(Default)* [Page 4]	**0203**
If this selection is not correct, press '2'.	DTL	Reject Pmt *(Default)* [Page 4]	**0204**
If you are calling from a rotary phone, please stay on the line.	Optional		**0057**
If you are calling from your fax machine and would like your selections faxed to you immediately, press '1'. If you would like to have your selections faxed to another number, press '2'.		Subscriber Services Prompt	**0498**
If you are calling from your fax machine and would like your selections faxed to you immediately, press '1'. If you would like to have your selections faxed to another number, press '2'.	DTL	Delivery Pmt *(Default)* [Page 4]	**0210**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
If you are finished, press the pound key.		Subscriber Services Prompt	**0598**
If you are taking all calls, press '1'. If you are taking calls from PAN callers, press '2'. To limit calls to privileged PAN's press '3'. If taking calls from a specified list, press '4'. If you are not taking any calls, press '5'.		Subscriber Services Prompt	**0336**
If you know the extension of the person you are calling, you may enter it now.	MNU	1st PMT, *(Default)* ["Closed Main Menu" & "Open Main Menu" Menu Blocks]	**0006**
If you wish the interactive message to be automatically deleted after it plays to the PAN caller, press '6'.		Subscriber Services Prompt	**0470**
If you would like to hold, please stay on the line.	ECL	No digit Hold Pmt *(Default)* [Page 2 of the Eclass, Hold Controls]	**0727**
If you would like to hold, press '2'.	ECL	Hold Pmt *(Default)* [Page 1 of the Eclass, System Caller Options]	**0721**
I'll transfer you to an operator.	Optional		**0110**
I'm sorry, the document storage unit is full.	DTL	Disk Full Error Pmt *(Default)* [Page 4]	**0226**
I'm sorry, the message storage unit is full.	AXL	Disk is Full Pmt *(Default)* [Page 1 of all Audiotex Librarian Blocks]	**0063**
I'm sorry, your party is already being paged. Please make another selection.	ECL	Pager Busy Pmt *(Default)* [Page 3 of the Eclass, Overhead Paging Prompts]	**0730**
I'm sorry. That extension is still busy.	ECL	Still Busy Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0716**
I'm sorry. That party is not available.		Subscriber Services Prompt	**0377**
I'm sorry. That party is not available.	ECL	Blocked Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0717**
Imperative.		Subscriber Services Prompt	**0560**
Indefinitely blocked with...		Subscriber Services Prompt	**0319**
Invalid entry, please try again.		Subscriber Services Prompt	**0738**
Invalid entry.	DIR	Invalid Entry Pmt *(Default)* [Page 2]	**0131**
Invalid entry. Try again.	DTL	Invalid Pmt *(Default)* [Page 4]	**0217**
Invalid entry. Try again.	MCL	Prompt for Invalid Entry *(Default)* [Page 3 of the Mclass, Special Service Prompts]	**0768**
Invalid entry. Try again.		SVMi E-Series System Prompt	**0903**
is holding.		Subscriber Services Prompt	**0380**
is holding.	ECL	Caller Holding Pmt *(Default)* [Page 3 of the Eclass, Overhead Paging Prompts]	**0732**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
is in your Mailbox.		Subscriber Services Prompt	**0561**
is now available.	MCL	Prompt for User Available *(Default)* [Page 3 of the Mclass, Special Service Prompts]	**0769**
Load the new document into your fax machine and press the start button.	DTL	Begin Fax Transmit Pmt *(Default)* [Page 4]	**0223**
Mailbox Administration		Subscriber Services Prompt	**0558**
Mailbox Greeting		Subscriber Services Prompt	**0497**
Message alert is not set.		Subscriber Services Prompt	**0543**
Message alert is set.		Subscriber Services Prompt	**0542**
Message discarded.	MCL	Prompt indicating discard *(Default)* [Page 3 of the Mclass, Public Record Prompts]	**0762**
Message Hook.		Subscriber Services Prompt	**0553**
Message sent.		Subscriber Services Prompt	**0589**
Message sent.	MCL	Prompt indicating success *(Default)* [Page 3 of the Mclass, Public Record Prompts]	**0763**
New Messages		Subscriber Services Prompt	**0361**
New messages have arrived.		Subscriber Services Prompt	**0569**
Night intercept is canceled.		Subscriber Services Prompt	**0625**
Night intercept is set.		Subscriber Services Prompt	**0624**
No announcements match your entry.	AXL	Empty ANN Pmt *(Default)* [Page 1 of all Audiotex Librarian Blocks]	**0062**
no callers...		Subscriber Services Prompt	**0329**
No Fax Document is attached.		Subscriber Services Prompt	**0494**
No greeting is recorded.		Subscriber Services Prompt	**0576**
No interactive message exists.		Subscriber Services Prompt	**0453**
No matching recordings were found.		Subscriber Services Prompt	**0568**
No message is recorded.		Subscriber Services Prompt	**0495**
No names matching your entry were found.	DIR	No Matches Found Pmt *(Default)* [Page 2]	**0128**
No PAN records are available.		Subscriber Services Prompt	**0475**
No recorded name exists.		Subscriber Services Prompt	**0451**
No recording exists.		SVMi E-Series System Prompt	**0934**
No undelivered message was found.		Subscriber Services Prompt	**0554**
One moment please.	ECL	Blind xfer Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0701**
One moment.	Optional		**0116**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
Our office hours are 8 AM to 5 PM, Monday through Friday.		Optional – Available but NOT Used	0003
Our office is closed due to emergency conditions. We hope to return to normal operation soon. Some of our employees may be in.		Optional – Available but NOT Used	0005
Our office is closed for the holiday.		Optional – Available but NOT Used	0004
Pager notification is not set.		Subscriber Services Prompt	0557
Pager notification is set.		Subscriber Services Prompt	0556
PAN callers and subscribers...		Subscriber Services Prompt	0327
PAN editor.		Subscriber Services Prompt	0459
Password set.		Subscriber Services Prompt	0431
Paused.		SVMi E-Series System Prompt	0963
Personal Administration.		Subscriber Services Prompt	0577
Personal Greeting Number.		Subscriber Services Prompt	0419
Personal Greetings.		Subscriber Services Prompt	0367
Personal Services		Subscriber Services Prompt	0354
Playback paused.		SVMi E-Series System Prompt	0938
Please begin speaking at the tone. To stop recording, press '2' or simply hang up.	MCL	Prompt Prior to Record (Default) [Page 3 of the Mclass, Public Record Prompts]	0760
Please enter the announcement number.	MNU	1st Prompt (Default) ["Audiotext Admin" Menu Block]	0060
Please enter the first few letters of the person's last name. For the letter 'Q', use the '7' key. For the letter 'Z', use the '9' key. Please enter the letters now.	Optional		0115
Please enter the mailbox number for which the message is intended.	MNU	1st Prompt (Default) ["Transfer to MBX" Menu Block]	0058
Please enter your password.	AXL	Get Password PMT, (Default) [Page 1 of all Audiotex Librarian Blocks]	0011
Please enter your password.	DTL	Request Password Pmt (Default) [Page 4]	0218
Please enter your password.	MNU	Request Password PMT, (Default) [Page 1 of all Menu Blocks]	0011
Please hold while I connect your call.	ECL	Monitored xfer Pmt (Default) [Page 2 of the Eclass, Transfer]	0702
Please hold while I connect your call.	MCL	Prompt prior to transfer (Default) [Page 3 of the Mclass, Special Service Prompts]	0770
Please hold while I connect your call.	Optional		0103
Please hold while I dial that number.		Subscriber Services Prompt	0305
Please hold while I locate your party.	ECL	'Find Me' xfer Pmt (Default) [Page 2 of the Eclass, Transfer]	0742

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
Please hold while I page your party.	ECL	Hold for Page Pmt *(Default)* [Page 3 of the Eclass, Overhead Paging Prompts]	**0729**
Please press the start or manual receive button on your fax machine.		Subscriber Services Prompt	**0601**
Please press the start or manual receive button on your fax machine.	DTL	Start Pmt *(Default)* [Page 4]	**0215**
Press eight.	DIR	Press Eight Pmt *(Default)* [Page 2]	**0125**
Press five.	DIR	Press Five Pmt *(Default)* [Page 2]	**0122**
Press four.	DIR	Press Four Pmt *(Default)* [Page 2]	**0121**
Press one.	DIR	Press One Pmt *(Default)* [Page 2]	**0118**
Press seven.	DIR	Press Seven Pmt *(Default)* [Page 2]	**0124**
Press six.	DIR	Press Six Pmt *(Default)* [Page 2]	**0123**
press the pound key.		Subscriber Services Prompt	**0482**
Press three.	DIR	Press Three Pmt *(Default)* [Page 2]	**0120**
Press two.	DIR	Press Two Pmt *(Default)* [Page 2]	**0119**
Private Access Numbers. (With a short pause on the end.)		Subscriber Services Prompt	**0449**
Privilege granted.		Subscriber Services Prompt	**0467**
Privilege revoked.		Subscriber Services Prompt	**0468**
Privileged PAN callers...		Subscriber Services Prompt	**0328**
Quick Memo.		Subscriber Services Prompt	**0580**
Record Message		Subscriber Services Prompt	**0362**
Recording paused.		SVMi E-Series System Prompt	**0939**
Recording.		SVMi E-Series System Prompt	**0925**
Recording.	MCL	Prompt prior to recording *(Default)* [Page 3 of the Mclass, Conversation Record Controls]	**0771**
Recordings cannot be made at this time. Try again later.		SVMi E-Series System Prompt	**0924**
Reminder.		Subscriber Services Prompt	**0550**
Reply Required.		Subscriber Services Prompt	**0555**
Reply to sender.		Subscriber Services Prompt	**0522**
Saved Messages.		Subscriber Services Prompt	**0365**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
Saved.		Subscriber Services Prompt	**0364**
Select the kind of Commitments you wish to review.		Subscriber Services Prompt	**0603**
Select the kind of Follow Ups you wish to review.		Subscriber Services Prompt	**0602**
Select the kind of Tasks you wish to review.		Subscriber Services Prompt	**0604**
Sorry, that is not a valid entry. Please try again, or hold for an operator.	Optional	[could be used to replace 0009 when you have an operator available.]	**0010**
Sorry, that is not a valid entry. Please try again.	AXL	Invalid Entry Prompt, *(Default)* [Page 1 of all Audiotex Librarian Blocks]	**0009**
Sorry, that is not a valid entry. Please try again.	MNU	Invalid Condition PMT, *(Default)* [Page 1 of all Menu Blocks]	**0009**
Sorry. The message storage unit is full.	MCL	Prompt indicating error *(Default)* [Page 3 of the Mclass, Public Record Prompts]	**0761**
Sorry. The message storage unit is full.		Subscriber Services Prompt	**0587**
Start Time.		Subscriber Services Prompt	**0393**
Stop Time.		Subscriber Services Prompt	**0394**
Stored telephone numbers.		Subscriber Services Prompt	**0472**
Subscriber Administration (with a short pause on the end)		Subscriber Admin System Prompt	**0422**
Subscriber created.		Subscriber Admin System Prompt	**0447**
Subscriber deleted.		Subscriber Admin System Prompt	**0445**
Subscriber Editor.		Subscriber Admin System Prompt	**0439**
Subscriber name.		Subscriber Admin System Prompt	**0434**
Subscriber Services. To access your Executary, please enter your subscriber number.	MNU	1st Prompt *(Default)* ["Subscriber" Menu Block]	**0052**
System administration menu. To edit system prompts, press 1. For Subscriber administration, press 2. To manually set the mode of one or all ports, press 3. To exit from system administration, press the star key.		SVMi E-Series System Prompt	**0964**
System administration menu. To edit system prompts, press 1. To set system date and time, press 2. To manually set the mode of one or all ports, press 3. To exit from system administration, press the star key.		Optional – Available but NOT used	**0901**
System error!		SVMi E-Series System Prompt	**0916**
Temporarily blocked with…		Subscriber Services Prompt	**0318**
Thank you for calling.	Optional		**0001**
Thank you, The documents you have selected will be delivered shortly.		Subscriber Services Prompt	**0600**
Thank you.		Subscriber Services Prompt	**0743**
Thank you.	Optional	[could be used to replace 0016 when you have an operator available.]	**0023**
Thank you. Please hang up now.		Subscriber Services Prompt	**0713**
Thank you. The documents you have selected will be delivered shortly. We will make up to 5 attempts to deliver your selections.	DTL	Deliver Pmt *(Default)* [Page 4]	**0214**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
Thank you. One moment please.	DAL	Prompt:, *(Default)*	0016
That option is not available.		Subscriber Services Prompt	0389
The current Directory name is...		Subscriber Admin System Prompt	0972
The current password is...		Subscriber Services Prompt	0429
The current setting is...		Subscriber Services Prompt	0386
The estimated hold time is…		Subscriber Services Prompt	0736
The fax document has been discarded.	DTL	Erase Confirmation Pmt *(Default)* [Page 4]	0225
The fax document has been received.		SVMi E-Series System Prompt	0951
The fax document has been received.	DTL	Receipt Confirmation Pmt *(Default)* [Page 4]	0224
The interactive message is permanent.		Subscriber Services Prompt	0455
The interactive message is temporary.		Subscriber Services Prompt	0454
The interactive message was last updated on...		Subscriber Services Prompt	0474
The new setting is…		Subscriber Services Prompt	0491
The number you entered is…		Subscriber Admin System Prompt	0971
The phone number is...		Subscriber Services Prompt	0544
The system caller options.		Subscriber Services Prompt	0410
The telephone number you have entered is...	DTL	Phone Prefix Pmt *(Default)* [Page 4]	0212
There is a call for…	ECL	Announce Page Pmt *(Default)* [Page 3 of the Eclass, Overhead Paging Prompts]	0731
There is a Voice Message for…		SVMi E-Series System Prompt	0918
There is no return address.		Subscriber Services Prompt	0521
This call is for…		Subscriber Services Prompt	0705
This call is Forwarded from…		Subscriber Services Prompt	0704
This call is from…		Subscriber Services Prompt	0706
This document is currently unavailable.	DTL	Document Unavailable Pmt *(Default)* [Page 4]	0202
This document was last revised on...	DTL	Last Revision Date Pmt *(Default)* [Page 4]	0201
This is a Network Message. Please press '1'.		SVMi E-Series System Prompt	0948
This message has been retrieved and placed in your New Message Que.		Subscriber Services Prompt	0570
This message is confidential and cannot be forwarded.		Subscriber Services Prompt	0518
This message was forwarded by...		Subscriber Services Prompt	0520
This message will be sent to…		Subscriber Services Prompt	0368
This reminder has been sent.		Subscriber Services Prompt	0551

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
This subscriber does not exist.		Subscriber Admin System Prompt	**0440**
To accept the call, press '1'.	ECL	Accept Call Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0708**
To accept, press '1'. To change, press '2'.		Subscriber Services Prompt	**0391**
To access the main menu, press '1'. To return to your Executary, press the pound key, To exit this call, press the star key.	MNU	1st Prompt *(Default)* ["Subscriber Exit" Menu Block]	**0053**
To access the main menu, press 1. To end this call, press the star key.	MNU	1st Prompt *(Default)* ["Public Exit" Menu Block]	**0059**
To add a contact number, press '1'; otherwise, press '2'.		Subscriber Services Prompt	**0552**
To append to the recording, press '3'.		SVMi E-Series System Prompt	**0952**
To assign your blocked greeting, press '3'.		Subscriber Services Prompt	**0404**
To assign your busy greeting, press '2'.		Subscriber Services Prompt	**0403**
To assign your Call Screening Greeting, press '5'.		Subscriber Services Prompt	**0398**
To assign your Night Greeting, press '4'.		Subscriber Services Prompt	**0397**
To assign your no answer greeting, press '1'.		Subscriber Services Prompt	**0402**
To begin, press any key.		SVMi E-Series System Prompt	**0923**
To cancel 'Reply Required', press '5'.		Subscriber Services Prompt	**0548**
To cancel call blocking, press '3'.		Subscriber Services Prompt	**0312**
To cancel call forwarding, press '4'.		Subscriber Services Prompt	**0310**
To cancel Call Screening, press '5'.		Subscriber Services Prompt	**0437**
To cancel Imperative Delivery, press '6'.		Subscriber Services Prompt	**0539**
To cancel Night intercept, press '7'.		Subscriber Services Prompt	**0623**
To cancel private delivery, press '4'.		Subscriber Services Prompt	**0538**
To cancel return receipt, press '2'.		Subscriber Services Prompt	**0534**
To cancel urgent delivery, press '1'.		Subscriber Services Prompt	**0532**
To cancel your callback request, press '3'.		Subscriber Services Prompt	**0536**
To cancel your selections and access other options, press the Star key.	DTL	Cancel Pmt *(Default)* [Page 4]	**0208**
To cancel your selections and to speak with an operator, press '0'.	DTL	Operator Pmt *(Default)* [Page 4]	**0209**
To cancel, press the star key.		SVMi E-Series System Prompt	**0933**
To change playback speed, press '9''9'.		SVMi E-Series System Prompt	**0958**
To change playback volume, press '7''7'.		SVMi E-Series System Prompt	**0957**
To change the phone number, press '4'.		Subscriber Services Prompt	**0613**
To change your password, press '1'.		Subscriber Services Prompt	**0423**
To change your phone number, press '1'.		Subscriber Services Prompt	**0409**
To clear the current setting, press '3'.		Subscriber Services Prompt	**0488**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
To clear the currently assigned greeting, press '0'.		Subscriber Services Prompt	**0414**
To continue holding, please stay on the line.	ECL	No digit Continue Holding Pmt *(Default)* [Page 2 of the Eclass, Hold Controls]	**0728**
To continue holding, press '2'.	ECL	Hold Pmt *(Default)* [Page 1 of the Eclass, System Caller Options]	**0722**
To continue recording, press '2'.		SVMi E-Series System Prompt	**0959**
To continue, press '8'.		SVMi E-Series System Prompt	**0940**
To copy the previous day's settings, press '5'.		Subscriber Services Prompt	**0385**
To create a Commitment, press '2'.		Subscriber Services Prompt	**0583**
To create a Follow Up, press '1'.		Subscriber Services Prompt	**0582**
To create a mailbox, press '2'.		Subscriber Admin System Prompt	**0442**
To create a Reminder, press '#''#'.		Subscriber Services Prompt	**0509**
To create a Reminder, press '6''6'.		SVMi E-Series System Prompt	**0956**
To create a Task, press '3'.		Subscriber Services Prompt	**0584**
To create an extension, press '1'.		Subscriber Admin System Prompt	**0441**
To create both, press '3'.		Subscriber Admin System Prompt	**0443**
To delete this subscriber, press '4'.		Subscriber Admin System Prompt	**0444**
To disable Auto Play of Message Information, press '6'.		Subscriber Services Prompt	**0572**
To disable Auto Play of New Messages, press '5'.		Subscriber Services Prompt	**0356**
To disable extended prompting, press '4'.		Subscriber Services Prompt	**0426**
To disable Fax Delivery, press '1'.		Subscriber Services Prompt	**0618**
To disable Find Me, press '6'.		Subscriber Services Prompt	**0564**
To disable Message Alert, press '1'.		Subscriber Services Prompt	**0617**
To disable Pager Notification, press '1'.		Subscriber Services Prompt	**0372**
To disable Pager Notification, press '1'.		Subscriber Services Prompt	**0616**
To discard and re-record, press '3'.		SVMi E-Series System Prompt	**0960**
To discard the fax document currently in memory, press '3'.	DTL	Erase a Fax Document Pmt *(Default)* [Page 4]	**0221**
To discard the interactive message, press '3'.		Subscriber Services Prompt	**0464**
To discard this entire record, press '9'.		Subscriber Services Prompt	**0478**
To discard, press '3'.		SVMi E-Series System Prompt	**0929**
To edit stored telephone numbers, press '2'.		Subscriber Services Prompt	**0424**
To edit stored telephone numbers, press '7'.		Subscriber Services Prompt	**0471**
To edit the greeting, press '2'.		Subscriber Services Prompt	**0416**
To edit the interactive message, press '2'.		Subscriber Services Prompt	**0463**
To edit the subscriber, press '5'.		Subscriber Admin System Prompt	**0446**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
To edit your Access Profile, press '2'.		Subscriber Services Prompt	**0438**
To edit your Mailbox Greeting, press '7'.		Subscriber Services Prompt	**0396**
To edit your personal greetings, press '6'.		Subscriber Services Prompt	**0399**
To enable 'Reply Required', press '5'.		Subscriber Services Prompt	**0547**
To enable Auto Play of Message Information, press '6'.		Subscriber Services Prompt	**0571**
To enable Auto Play of New Messages, press '5'.		Subscriber Services Prompt	**0355**
To enable extended prompting, press '4'.		Subscriber Services Prompt	**0425**
To enable Fax Delivery, press '1'.		Subscriber Services Prompt	**0492**
To enable Find Me, press '6'.		Subscriber Services Prompt	**0563**
To enable Imperative Delivery, press '6'.		Subscriber Services Prompt	**0549**
To enable message alert, press '1'.		Subscriber Services Prompt	**0540**
To enable Pager Notification, press '1'.		Subscriber Services Prompt	**0371**
To enable Pager Notification, press '1'.		Subscriber Services Prompt	**0619**
To enter a new name, press '0'.	DIR	Press '0' for a new name Pmt *(Default)* [Page 2]	**0129**
To enter your Directory Name, press '3'.		Subscriber Admin System Prompt	**0966**
To Exit, press the '*' key.		Subscriber Services Prompt	**0347**
To exit, press the star key.		Subscriber Services Prompt	**0387**
To exit, press the Star key.	DIR	Press '*' to exit Pmt *(Default)* [Page 2]	**0130**
To exit, press the Star key.	DTL	Exit Pmt *(Default)* [Page 4]	**0222**
To exit, press the star key.	ECL	Escape Pmt *(Default)* [Page 1 of the Eclass, System Caller Options]	**0726**
To fast forward, press '9'.		SVMi E-Series System Prompt	**0942**
To fast forward, press '9'.		Subscriber Services Prompt	**0594**
To forward a copy to someone else, press '6'.		Subscriber Services Prompt	**0350**
To forward calls to another extension, press '4'.		Subscriber Services Prompt	**0309**
To give this PAN privileged access, press '4'.		Subscriber Services Prompt	**0465**
To go to the next PAN, press the pound key.		Subscriber Services Prompt	**0460**
To go to the previous message, press '1''1'.		Subscriber Services Prompt	**0366**
To group New Messages, press '1''1'		Subscriber Services Prompt	**0301**
To group Saved Messages, press '3''3'.		Subscriber Services Prompt	**0314**
To have the caller transferred to your location, press '1' and hang up. Otherwise, press '2'.		Subscriber Services Prompt	**0562**
To have your party paged, press '3'.	ECL	Overhead Page Pmt *(Default)* [Page 1 of the Eclass, System Caller Options]	**0723**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
To hear a list of existing numbers, press '9'.		Subscriber Services Prompt	**0427**
To hear a list of messages, press the pound key.		Subscriber Services Prompt	**0559**
To hear your Access Profile, press the pound key.		Subscriber Services Prompt	**0501**
To hear your selection again, press '3'.	DTL	Replay Pmt *(Default)* [Page 4]	**0205**
To leave a confidential message for the person you are calling, please re-enter the number you called.	Optional		**0056**
To leave a confidential message, for the person you are calling, please enter the mailbox number now.	Optional		**0112**
To leave a message in our after hours message center, please stay on the line.	MNU	3rd PMT, *(Default)* ["Closed Main Menu" Menu Block]	**0008**
To leave a message, press '1'.	ECL	Leave a Message Pmt *(Default)* [Page 1 of the Eclass, System Caller Options]	**0720**
To listen to New Messages, press '1'.		Subscriber Services Prompt	**0300**
To load a new fax document, press '2'.	DTL	Load a New Document Pmt *(Default)* [Page 4]	**0220**
To make the interactive message permanent, press '6'.		Subscriber Services Prompt	**0469**
To mark your message Urgent, press '2'.	MCL	Prompt for Urgent Delivery *(Default)* [Page 3 of the Mclass, Public Record Prompts]	**0765**
To modify call blocking, press '1'.		Subscriber Services Prompt	**0541**
To pause or continue, press '8'.		SVMi E-Series System Prompt	**0944**
To pause or continue, press '8'.		Subscriber Services Prompt	**0593**
To pause, press '8'.		Subscriber Services Prompt	**0341**
To pick up dial…	ECL	Pickup Caller Pmt *(Default)* [Page 3 of the Eclass, Overhead Paging Prompts]	**0733**
To place a Direct Call to the sender, press '5'.		Subscriber Services Prompt	**0348**
To place a Direct Call, press '5'.		Subscriber Services Prompt	**0353**
To play the message, press '1'.		Subscriber Services Prompt	**0462**
To play, press '1'.		Subscriber Services Prompt	**0590**
To reach the sales department, press 2. For the service department, press 3.	Optional		**0007**
To Reach…	Optional		**0133**
To receive the attached fax document, press '5''5'.		Subscriber Services Prompt	**0349**
To receive the selected fax documents, press '4'.	DTL	Receive Pmt *(Default)* [Page 4]	**0206**
To record a Real Time Greeting, press '5'.	ECL	RT Greeting Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0741**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
To record a Reminder, press the pound key.		Subscriber Services Prompt	**0359**
To record an introduction, press '2'.		SVMi E-Series System Prompt	**0961**
To record and send a message, press '2'.		Subscriber Services Prompt	**0308**
To record the conversation, press '4'.	ECL	Record Call Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0711**
To record your name, press '2'.		Subscriber Services Prompt	**0433**
To record, press '2'. To stop, press '2' again.		SVMi E-Series System Prompt	**0927**
To redirect the call, press '2'.	ECL	Redirect Call Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0709**
To reject the call, press '3'.	ECL	Reject Call Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0710**
To replay this announcement, press 1.	AXL	Offer Replay Pmt *(Default)* [Page 1 of all Audiotex Librarian Blocks]	**0061**
To reply to the message sender, press '4'.		Subscriber Services Prompt	**0599**
To request a callback, press '3'.		Subscriber Services Prompt	**0535**
To request a Callback, press '3'.	MCL	Prompt for Call Back *(Default)* [Page 3 of the Mclass, Public Record Prompts]	**0766**
To request a return receipt, press '2'.		Subscriber Services Prompt	**0533**
To reset the password to the default value, press '1'.		Subscriber Services Prompt	**0432**
To reset the password to the default value, press '5'.		Subscriber Services Prompt	**0965**
To retrieve this message, press '2'.		Subscriber Services Prompt	**0567**
To review all Reminders, press '4'.		Subscriber Services Prompt	**0597**
To review Commitment Reminders, press '2'.		Subscriber Services Prompt	**0586**
To review Deleted Messages, press '3'.		Subscriber Services Prompt	**0373**
To review Follow Up Reminders, press '1'.		Subscriber Services Prompt	**0585**
To review Saved Messages, press '3'.		Subscriber Services Prompt	**0313**
To review statistics, press '0''0'.		Subscriber Services Prompt	**0477**
To review Task Reminders, press '3'.		Subscriber Services Prompt	**0588**
To review the greeting, press '4'.		Subscriber Services Prompt	**0608**
To review Undelivered Messages, press '4'.		Subscriber Services Prompt	**0378**
To review your Workload, press '1'.		Subscriber Services Prompt	**0351**
To review, press '1'. To rerecord, press '2'. To confirm, press '3'. To exit and return to the main menu, press the star key.	QRY	Exit Prompt	**0071**
To review, press '1'.		SVMi E-Series System Prompt	**0926**
To rewind, press '7'.		SVMi E-Series System Prompt	**0943**
To rewind, press '7'.		Subscriber Services Prompt	**0592**
To save, press '2'.		Subscriber Services Prompt	**0591**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
To schedule delivery, press '5'.		SVMi E-Series System Prompt	**0954**
To schedule Fax Delivery, press '2'.		Subscriber Services Prompt	**0615**
To schedule Pager Notification, press '2'.		Subscriber Services Prompt	**0487**
To schedule Voice Message Delivery, press '2'.		Subscriber Services Prompt	**0614**
To schedule your availability, press '3'.		Subscriber Services Prompt	**0395**
To select a different greeting, press '3'.		Subscriber Services Prompt	**0418**
To select additional documents, press '5'.	DTL	Get More Pmt *(Default)* [Page 4]	**0207**
To select all messages, press '3'.		Subscriber Services Prompt	**0611**
To select Urgent Messages only, press '3'.		Subscriber Services Prompt	**0612**
To send a Broadcast Message, press '9'.		Subscriber Services Prompt	**0578**
To send a copy to someone else, press '6'.		SVMi E-Series System Prompt	**0955**
To send your message with normal delivery, press '1'.	MCL	Prompt for Normal Delivery *(Default)* [Page 3 of the Mclass, Public Record Prompts]	**0764**
To set Call Blocking, press '1'.		Subscriber Services Prompt	**0484**
To set call blocking, press '3'.		Subscriber Services Prompt	**0311**
To set Call Screening, press '5'.		Subscriber Services Prompt	**0428**
To set Fax Message Delivery, press '2'.		Subscriber Services Prompt	**0381**
To set Message Alert options, press '1'.		Subscriber Services Prompt	**0370**
To set Message Attributes, press '4'.		SVMi E-Series System Prompt	**0953**
To set Night intercept, press '7'.		Subscriber Services Prompt	**0622**
To set to all day, press '4'.		Subscriber Services Prompt	**0384**
To set Until Further Notice, press the pound key.		Subscriber Services Prompt	**0461**
To set Voice Message Deliver, press '1'.		Subscriber Services Prompt	**0379**
To skip this message, press the pound key		Subscriber Services Prompt	**0595**
To stop recording, press '2'.		Subscriber Services Prompt	**0421**
To take away privileged access, press '4'.		Subscriber Services Prompt	**0466**
To trim the front, press '1'. To trim the back, press '2'. When you are finished, press the pound key.		SVMi E-Series System Prompt	**0946**
To trim the recording, press '4'.		SVMi E-Series System Prompt	**0930**
To try another extension, enter it now.	ECL	Other Number Pmt *(Default)* [Page 1 of the Eclass, System Caller Options]	**0719**
to your designated location.		Subscriber Services Prompt	**0335**
Transferring a call.		Subscriber Services Prompt	**0703**
Transferring to…	ECL	Target Herald Pmt *(Default)* [Page 2 of the Eclass, Transfer]	**0739**
Until further notice.		Subscriber Services Prompt	**0352**

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
Urgent.		Subscriber Services Prompt	**0504**
Weekly Schedule.		Subscriber Services Prompt	**0382**
We're sorry, but due to technical difficulties, your document selections cannot be delivered at this time. Please try again later.	DTL	Error Pmt *(Default)* [Page 4]	**0216**
When would you like this message to be delivered.		Subscriber Services Prompt	**0546**
When you are finished with the call, press the star key.		Subscriber Services Prompt	**0306**
When you are finished, press the pound key alone.		Subscriber Services Prompt	**0334**
When you are finished, press the pound key.		SVMi E-Series System Prompt	**0962**
When you are satisfied with the recording, press the pound key.		SVMi E-Series System Prompt	**0931**
Who's calling please?		Subscriber Services Prompt	**0700**
You are now the …		Subscriber Services Prompt	**0735**
You can now dispose of the original.		Subscriber Services Prompt	**0525**
Your blocked greeting is...		Subscriber Services Prompt	**0408**
Your busy greeting is...		Subscriber Services Prompt	**0406**
Your call has been directed to the message center.	Optional		**0054**
Your Call Screening Greeting is…		Subscriber Services Prompt	**0401**
your extension...		Subscriber Services Prompt	**0337**
Your message was last played on...		Subscriber Services Prompt	**0476**
Your message was received by...		Subscriber Services Prompt	**0517**
Your Night Greeting is…		Subscriber Services Prompt	**0400**
Your no answer greeting is...		Subscriber Services Prompt	**0407**
Your phone number is…		Subscriber Services Prompt	**0456**

Indexed Prompts

Indexed prompts are nested into a single prompt. Code is written to reference Prompt 900 and extract the prompt(s) by index or indexes required for certain functionality. This list is here solely for you to see what the prompts are. It is highly recommended that you do not try to alter Prompt 900 or the prompts it contains.

INDEX Reference	Prompt	INDEX Reference	Prompt	INDEX Reference	Prompt
0	"ZERO"	46	"MAILBOX"	92	"MAY"
1	"ONE"	47	"MESSAGE"	93	"JUNE"
2	"TWO"	48	"MESSAGES"	94	"JULY"
3	"THREE"	49	"EXTENSION"	95	"AUGUST"
4	"FOUR"	50	"OH"	96	"SEPTEMBER"
5	"FIVE"	51	"NO"	97	"OCTOBER"
6	"SIX"	52	"A PUBLIC CALLER"	98	"NOVEMBER"
7	"SEVEN"	53	"CALLER"	99	"DECEMBER"
8	"EIGHT"	54	"NEXT"	100	"HUNDRED"
9	"NINE"	55	"FIRST"	101	"THOUSAND"
10	"TEN"	56	"SECOND"	102	"MILLION"
11	"ELEVEN"	57	"THIRD"	103	"BILLION"
12	"TWELVE"	58	"FOURTH"	104	"HOURS"
13	"THIRTEEN"	59	"FIFTH"	105	"HOUR"
14	"FOURTEEN"	60	"SIXTH"	106	"AND"
15	"FIFTEEN"	61	"SEVENTH"	107	"TELEPHONE NUMBER"
16	"SIXTEEN"	62	"EIGHTH"	108	"DELETED MESSAGE"
17	"SEVENTEEN"	63	"NINTH"	109	"DELETED MESSAGES"
18	"EIGHTEEN"	64	"TENTH"	110	"UNDELIVERED MESSAGE"
19	"NINETEEN"	65	"ELEVENTH"	111	"UNDELIVERED MESSAGES"
20	"TWENTY"	66	"TWELVTH"	112	"URGENT MESSAGE"
21	"THIRTY"	67	"THIRTEENTH"	113	"URGENT MESSAGES"
22	"FORTY"	68	"FOURTEENTH"	114	"CALLBACK MESSAGE"
23	"FIFTY"	69	"FIFTEENTH"	115	"CALLBACK MESSAGES"
24	"SIXTY"	70	"SIXTEENTH"	116	"REMINDER"
25	"SEVENTY"	71	"SEVENTEENTH"	117	"REMINDERS"
26	"EIGHTY"	72	"EIGHTEENTH"	118	"PRIVATE MESSAGE"
27	"NINETY"	73	"NINETEENTH"	119	"PRIVATE MESSAGES"
28	"DATE"	74	"TWENTIETH"	120	"PRIMARY"
29	"TIME"	75	"THIRTIETH"	121	"NUMBER"
30	"AM"	76	"CALLER IS"	122	"TO"
31	"PM"	77	"CALLERS ARE"	123	"UNTIL"
32	"SUNDAY"	78	"YOU HAVE"	124	"FAX MESSAGE"
33	"MONDAY"	79	"NEW MESSAGES"	125	"FAX MESSAGES"
34	"TUESDAY"	80	"SAVED MESSAGES"	126	"CURRENTLY HOLDING"
35	"WEDNESDAY"	81	"NEW MESSAGE"	127	"FOLLOW UP"
36	"THURSDAY"	82	"SAVED MESSAGE"	128	"FOLLOW UPS"
37	"FRIDAY"	83	"SECOND"	129	"COMMITMENT"
38	"SATURDAY"	84	"SECONDS"	130	"COMMITMENTS"
39	"NOT SET"	85	"MINUTE"	131	"TASK"
40	"PAUSE"	86	"MINUTES"	132	"TASKS"
41	"WAIT FOR DIAL TONE"	87	"OPTIONS"	133	"ACTIVE"
42	"WAIT FOR ANSWER"	88	"JANUARY"	134	"PENDING"
43	"IMMEDIATE"	89	"FEBRUARY"	135	"SENT BY"
44	"STAR"	90	"MARCH"	136	"FORWARDED BY"
45	"POUND"	91	"APRIL"		

Special Switch Application Prompts

The SVMi can be used by the Switch as a RAD (Recorded Announcement Device). Some RAD applications are BGM (Back Ground Music), MOH (Music on Hold) and UCD (Unified Call Distribution) First and Second Message.

There are no prerecorded Prompts for BGM and MOH. The prompts listed below can be used for UCD Hold announcements (as assigned in MMC 607) or assigned to other SVMi applications.

The prompts listed below are all optional and are not normally used with SVMi E-Series Applications so they are not associated with any Block Type in the SVMi.

Prompt Text in Alphabetical Order	Block Type	Function Category and Location	Prompt Number
Thank you for calling, please dial your party's extension number.			**5049**
Invalid number, please try again.			**5050**
"I'm sorry, there is no answer."			**5051**
I'm sorry, that station is busy.			**5052**
One moment please.			**5053**
Transferring.			**5054**
I'll transfer you.			**5055**
Good-bye.			**5056**
Thank you.			**5057**
Please hold for the operator.			**5058**
Please hold for assistance.			**5059**
Thank you, good-bye.			**5060**
I'm sorry, all stations are presently busy.		Default UCD First Message MMC 607	**5061**
I'm sorry, all stations are still busy.		Default UCD Second Message MMC 607	**5062**
Please call back later.			**5063**
I'm sorry, not a valid selection.			**5064**

Note: When using the SVMi as a RAD the prompts are assigned in the Switch by the last two (right most) digits only. All Prompts in the SVMi E-Series are 4 digits. The SVMi Prompts that are used for RAD applications will be a 5000 Series prompt (50xx where xx = the two digit prompt ID assigned in the switch ranging from 00 to 99).   For Example: In MMC 607 the UCD 1st Message is assigned as 61. If you wanted to listen to or modify the recording in the SVMi, you would enter Prompt 5061.